MEDICAID MEMO

TO: All Medicaid Enrolled Providers and Managed Care Organizations Participating in the Western Region of the Virginia Medical Assistance Programs

FROM: Cynthia B. Jones, Director
Department of Medical Assistance Services (DMAS)

MEMO: Special

DATE: 11/6/2013

SUBJECT: Entry of MajestaCare for Medicaid/FAMIS Programs into the Following Localities: Albemarle, Augusta, Buckingham, Fluvanna, Greene, Louisa, Madison*, Nelson, Orange*, Rockingham, Charlottesville, Harrisonburg, Staunton, and Waynesboro — Effective January 1, 2014

The purpose of this memorandum is to inform you of the entry of MajestaCare, a Virginia Managed Care Organization (MCO), for the Medicaid/FAMIS programs in the City of Charlottesville and the surrounding areas of the Commonwealth listed above. Effective January 1, 2014, MajestaCare, will be administering health care services to Medicaid, and FAMIS managed care eligible members in these areas along with Anthem HealthKeepers Plus, Optima Family Care, and Virginia Premier Health Plan.

Medicaid's MCO program began on January 1, 1996, as a managed care initiative of the Virginia Medical Assistance Program. As a result of multiple expansions, the current MCO program now covers Medicaid and FAMIS populations in all localities across the Commonwealth. Expansion of the managed care program has resulted in significant health outcome achievements that are detailed in the *Virginia Managed Care Performance Report 2011,* which may be viewed at http://dmasva.dmas.virginia.gov/Content_atchs/mc/apr-f6.pdf.

IMPACT OF MCO EXPANSION ON PROVIDERS

Each MCO is responsible for the development of its provider network. Providers are strongly encouraged to contract with the participating MCOs. This will allow you to continue serving the Medicaid and FAMIS managed care population. It will be helpful to your patients to advise them of the MCOs with which you are contracting so that they may continue to be seen by your practices.

If you have not already been contacted by the MCOs, DMAS encourages providers to contact the MCOs to begin the contracting and credentialing process. Please be aware that credentialing may take up to 90 days. If you wish to contract with the MCOs, please call:

Anthem HealthKeepers Plus	1-800-901-0020
MajestaCare	1-866-996-9140
Optima Family Health Care	1-800-229-8822
*Virginia Premier Health Plan	1-800-727-7536

(Does not participate in Madison and Orange County)

Individuals Excluded from Managed Care Participation
There are certain groups of Medicaid members who are exempt from MCO participation. These individuals will continue to be served through Medicaid's fee-for-service program. A list of members that are excluded from participating in Medallion II can be found at: http://www.dmas.virginia.gov/Content_atchs/mc/mc-mdl2_exlsns.pdf.

Medicaid members may contact the Managed Care HelpLine at 1-800-643-2273 or find more information on Managed Care on the DMAS website at http://dmasva.dmas.virginia.gov/Content_pgs/mc-home.aspx. FAMIS members should contact FAMIS at 1-866-873-2647 for assistance with choosing an MCO.

VIRGINIA MEDICAID WEB PORTAL
DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KePRO's Provider Portal at http://dmas.kepro.com.

ELIGIBILITY VENDORS
DMAS has contracts with the following eligibility verification vendors offering Internet real-time, batch and/or integrated platforms. Eligibility details such as eligibility status, third party liability, and service limits for many service types and procedures are available. Contact information for each of the vendors is listed below.

Passport Health Communications, Inc. www.passporthealth.com sales@passporthealth.com (888) 661-5657	Siemens Healthcare (HDX Division) www.hdx.com (610) 219-1600	Emdeon www.emdeon.com (877) 363-3666	Availity, LLC www.availity.com support@availity.com (800) 282-4548	Dorado Systems, LLC www.Doradosystems.com sales@doradosystems.com (856) 354-0048

"HELPLINE"
The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

> 1-804-786-6273 Richmond area and out-of-state long distance
> 1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.